

FIG. 2

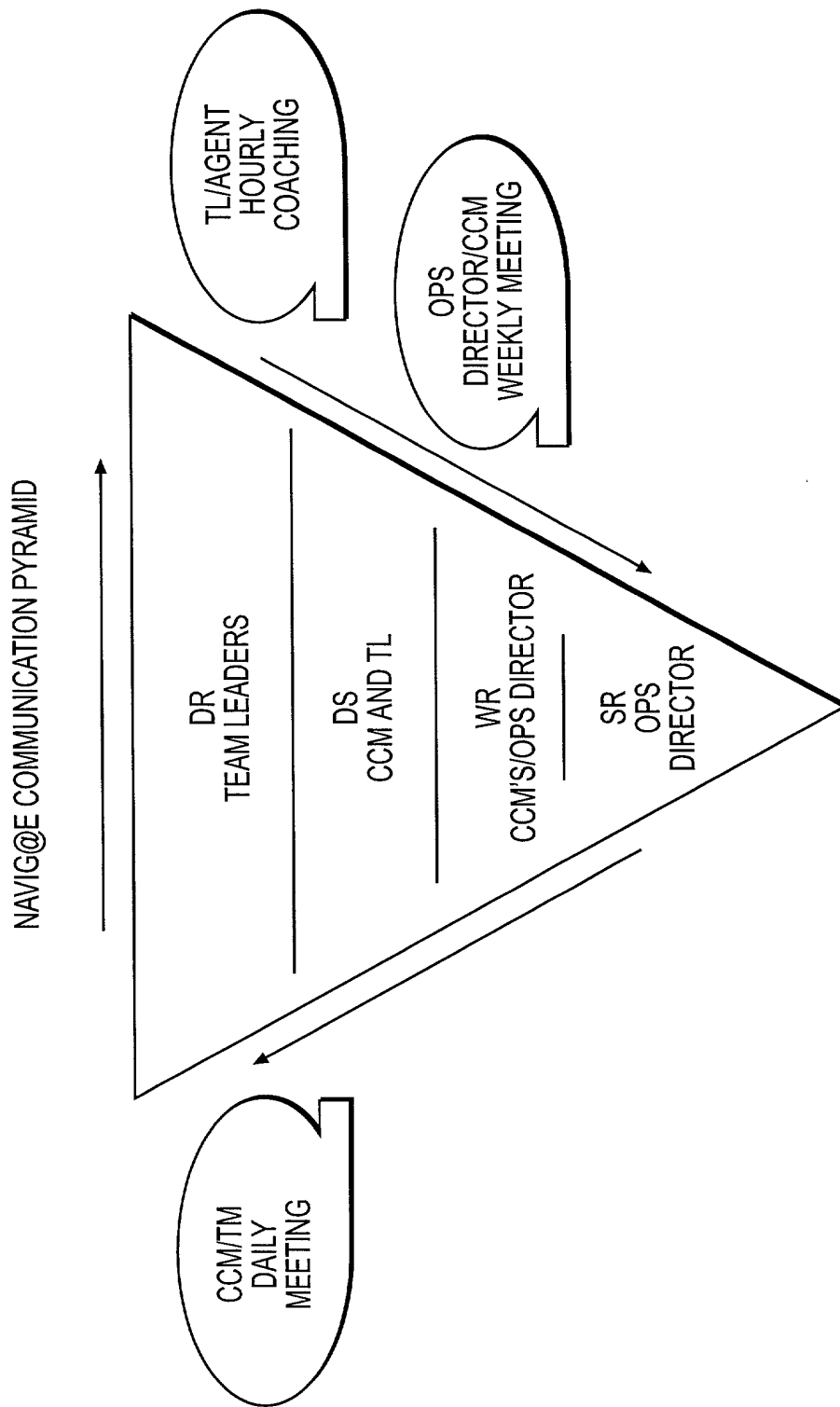


FIG. 3

FIG. 4A

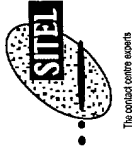
DAILY REPORT															
TEAM LEADER		DATE		PAGE		X		OF		Y		VARIANCE/ACTION			
TEAM NAME		KPI1		KPI2		KPI3		KPI4		KPI5					
TIME	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	PLAN	ACTUAL	
07:00															
08:00															
09:00															
10:00															
11:00															
12:00															
13:00															
14:00															
15:00															
16:00															
17:00															
18:00															
TOTALS															
TEAM TOTALS	PLAN				ACTUAL				VARIANCE						
ACTIVITY	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
NO OF CONTACTS															
AVAILABLE HOURS															
PAID HOURS															

DAILY REPORT

AGENT NAME	
AGENT NO.	

DATE	
PAGE	X OF Y

PLAN	ACTUAL	VARIANCE
TIME IN (HR, MIN)		
TIME OUT (HR, MIN)		
PAID BREAKS (HR, MIN)		
UNPAID BREAKS (HR, MIN)		
PAID HRS. (HR, MIN)		
PRODUCTIVITY		



ACTIVITY 1	
ACTIVITY 2	
ACTIVITY 3	
ACTIVITY 4	
ACTIVITY 5	

TIME	PLAN					ACTUAL					VARIANCE					VARIANCE / ACTION				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
07:00																				
08:00																				
09:00																				
10:00																				
11:00																				
12:00																				
13:00																				
14:00																				
15:00																				
16:00																				
17:00																				
18:00																				
TOTALS																				

FIG. 4B

[illegible][illegible]

FIG. 5A

DAILY SUMMARY												
SITE: _____												
DATE FROM: _____ TO: _____												
	PLANNED ACTIVITY			PRODUCTIVITY			PLANNED ACTIVITY			PRODUCTIVITY		
	1			2			1			2		
	NUMBER	CUMULATIVE	HOURS AVAILABLE (HH:MM)	PAID HOURS (HH:MM)	NUMBER	CUMULATIVE	HOURS AVAILABLE (HH:MM)	PAID HOURS (HH:MM)	NUMBER	CUMULATIVE	HOURS AVAILABLE (HH:MM)	PAID HOURS (HH:MM)
	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE
MONDAY												
TUESDAY												
WEDNESDAY												
THURSDAY												
FRIDAY												
SATURDAY												
SUNDAY												
TOTAL												

FIG. 5B

[illegible]

FIG. 5C

DAILY SUMMARY											
SITE: _____ DATE FROM: _____ TO: _____											
PLANNED ACTIVITY	PRODUCTIVITY			HOURS AVAILABLE (HH:MM)		PAID HOURS (HH:MM)					
	NUMBER	CUMULATIVE		PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL
5	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL
	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL	VARIANCE	PLAN	ACTUAL
MONDAY											
TUESDAY											
WEDNESDAY											
THURSDAY											
FRIDAY											
SATURDAY											
SUNDAY											
TOTAL											

FIG. 5D



TITLE: DAILY VIEW MEETING
DATE: [DAILY]
TIME:
VIA: MEETING

MEETING CALLED BY: [CPM NAME] TYPE OF MEETING:
[CPM NAME] REVIEW OF THE DAILY PERFORMANCE OF OPERATIONAL TEAMS

ATTENDEES: [TM NAMES]

PLEASE READ:

PLEASE BRING: DVR AND DVRS

----- AGENDA TOPICS-----	
1.	REVIEW YESTERDAY'S ACTION LOG
2.	REVIEW YESTERDAY'S VARIANCES
3.	REVIEW TOMORROW'S PLAN <ul style="list-style-type: none">• CALL VOLUME FORECAST• WORK VOLUME FORECAST• SCHEDULED STAFF
4.	REVIEW STAFFING REQUIRED FOR NEXT WEEK (THURSDAY ONLY)
5.	REVIEW ACTION LOG AND SIGN OFF

FIG. 6

Figure 1 consists of 12 sub-graphs, labeled (a) through (l), each showing the time course of a different physiological or behavioral parameter over a 10-minute period. The y-axis for all graphs ranges from 0 to 100. The x-axis for all graphs ranges from 0 to 10 minutes. The graphs show a general decrease in values during the intervention period, with some parameters showing a sharp initial drop followed by a gradual recovery.

- (a) Heart rate (b/min): Shows a sharp initial drop from approximately 75 to 50, followed by a gradual recovery to about 60.
- (b) Blood pressure (mmHg): Shows a sharp initial drop from approximately 120 to 80, followed by a gradual recovery to about 100.
- (c) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (d) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (e) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (f) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (g) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (h) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (i) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (j) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (k) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.
- (l) Blood flow (ml/min): Shows a sharp initial drop from approximately 80 to 40, followed by a gradual recovery to about 60.

[illegible]

FIG. 7

WEEKLY REPORT						
CCM		PREPARED BY				
WEEK ENDING						
SECTION 1: KPI PERFORMANCE						
	PLAN	ACT.	VAR.	VAR. %	REASONS/ACTION TAKEN	
KPI1			0.00	#DIV/0!		
KPI2			0.00	#DIV/0!		
KPI3			0.00	#DIV/0!		
KPI4			0.00	#DIV/0!		
KPI5						

FIG. 8A

WEEKLY REPORT						
CCM	PREPARED BY					
WEEK ENDING						
SECTION 2: PRODUCTIVITY						
ACTIVITY - NO. OF CONTACTS	PLAN	ACT.	VAR.	VAR. %	REASONS/ACTION TAKEN	
KEY ACTIVITY 1			0.00	#DIV/O!		
KEY ACTIVITY 2			0.00	#DIV/O!		
KEY ACTIVITY 3			0.00	#DIV/O!		
KEY ACTIVITY 4			0.00	#DIV/O!		
KEY ACTIVITY 5			0.00	#DIV/O!		
QUALITY MONITORING						
DATA CHECKS						
FULFILMENT RETURNS						
ACTIVITY - NO. OF HOURS						
KEY ACTIVITY 1	105.00	332.00	0.00	#DIV/O!		
KEY ACTIVITY 2	80.00		0.00	#DIV/O!		
KEY ACTIVITY 3	109.00		0.00	#DIV/O!		
KEY ACTIVITY 4	56.00		0.00	#DIV/O!		
KEY ACTIVITY 5	100.00		0.00	#DIV/O!		
TRAINING						
ADMINISTRATION						
TOTAL ACTIVITY HOURS	450.00	332.00				
PAID HOURS - BREAKDOWNS						
TOTAL CSP PAID HOURS - FTE	250.00					
TOTAL CSP PAID HOURS - AGENCY CONTRACT	220.00		0.00	#DIV/O!		
TOTAL CSP PAID HOURS - (FTE + AGENCY)	470.00	0.00	0.00	#DIV/O!		
TRAINING						
ADMINISTRATION						
QUALITY						
PRODUCTIVITY						
KEY ACTIVITIES 1 - 5	96%	#DIV/O!	#DIV/O!			

FIG. 8B

WEEKLY REPORT					
SECTION 3: HR COSTS PER SECTOR					
JOB TITLE	UNIT COST PER HOUR	PLANNED HOURS	ACTUAL HOURS	PLANNED COST	
TEAM LEADER					
CSP (FTE)					
CSP (AGENCY)					
QUALITY					
TRAINER					
OTHER					
SECTION 4: HEAD COUNT AND RETENTION					
		PLAN	ACTUAL	VARIANCE	
TOTAL NO. OF OPERATIONAL STAFF (FTE)					
TOTAL NO. OF OPERATIONAL STAFF (AGENCY)					
TOTAL					
TOTAL NO. OF NEW HIRES (FTE)					
TOTAL NO. OF NEW HIRES (AGENCY)					
TOTAL					
TOTAL NO. OF LEAVERS (FTE)					
TOTAL NO. OF LEAVERS (AGENCY)					
TOTAL					
MANAGEMENT (EXPAND AS REQUIRED)					

TO FIG. 8C
CON'T-2



TO FIG. 8C CON'T-1 ↓

FIG. 8C

TOTAL NO. OF TEAM LEADERS			
NO. OF TEAM LEADERS PER CCM			
NO. OF CSP'S PER TEAM LEADER			
RETENTION			
TOTAL CSP ABSENTEEISM IN HOURS DUE TO SICKNESS			
TOTAL CSP ABSENTEEISM (IN HOURS DUE TO LATENESS)			

FIG. 8C
CONTINUED-1